

Amendments to the Claims:

This listing of claims will replace all prior versions and listings of claims in the instant application:

Listing of Claims:

1. (Currently Amended) A household Internet connection monitoring and troubleshooting method comprising the steps of:

detecting a connectivity problem with a household Internet connection, the household Internet connection connecting a household intranet to the Internet;

selecting a contact point from a list of multiple contact points of ~~an owner a~~ resident of the household, the contact points including at least one among a mobile telephone number, a pager number, a work number, and a fax telephone number;

attempting to establish a communication connection with said contact point, wherein said communication connection is different than said household Internet connection;

if the attempt fails, selecting another contact point from the list and attempting to establish a communication connection with the other contact point until a communication connection is successfully established with one of the contact points in the list;

conveying a problem notification to the contact point through the communication connection;

providing at least one option for troubleshooting the connectivity problem;

receiving a selection of one of the at least one option; and

responsively performing an action relating to the Internet connection based on the received selection of option.

2. (Original) The method of claim 1, wherein said communication connection is a voice connection, and wherein said problem notification is a speech message.

3. (Original) The method of claim 2, further comprising the steps of:
responsive to said detecting step, automatically generating a personalized problem report; and
text-to-speech converting said problem report resulting in said problem notification.
4. (Cancelled).
5. (Previously Presented) The method of claim 1, wherein said selection comprises a Dual Tone Multiple Frequency input.
6. (Previously Presented) The method of claim 1, where said selection comprises a speech input, said method further comprising the step of:
speech-to-text converting said input, wherein said action is initiated responsive to said converted input.
- 7-20. (Cancelled).